SIEMENS

HiPath Hotel Entry

Reception telephone

User manual

Area of application:
HiPath 3000
Hicom 150 E/H

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Notes on security and functions

Notes on security

HiPath Hotel Entry complies with the relevant approval and safety regulations. All instruments fulfill the requirements contained in EU guideline 89/336/EWG and bear the CE symbol.

All sections which can only be opened with the aid of tools are maintenance areas. If such a section is opened or repair work undertaken without proper authorization, the user may be exposed to physical danger.

Install the lines so that no one will step on them or trip over them.

Never insert any objects into the openings in the equipment.

Make sure that no liquids enter the interior of the telephone set, as this can cause electric shocks or short-circuits.

The manufacturer cannot be held liable for indirect damage, e. g. charges incurred for a connection which was not properly cleared down.

Lines must never be connected or disconnected during thunderstorms.

Notes on functions

The reception telephone is not designed for direct connection to the telecom network. This connection must be made via HiPath system.

Do not operate the reception telephone in the immediate vicinity of radio equipment or mobile phones.

The telephone must be kept out of range of sources of electrical or magnetic interference, e. g. motors or magnets.

Place the telephone on flat, even surface.

Do not situate the telephone in the vicinity of heat sources and avoid exposure to direct sunlight.

The telephone must not be installed in rooms in which large quantities of dust accumulate.

The telephone must not be subjected to severe shocks or vibrations; do not install the telephone at an inclined angle.

The outlets for the speaker and the handsfree microphone must always be kept free.

The plastic feet are liable to leave unsightly marks, especially on lacquered and polished items of furniture. You are therefore advised always to use a non-slip underlay on sensitive surfaces.

Clean the telephone with a slightly damp cloth or with an antistatic cloth. Never use a dry cloth. Do not use any abrasive cleaning agents.

If your communication platform does not have a un-interuptible power supply, the reception telephone cannot be operated in the event of a power failure.

HiPath Hotel Entry for reception and guests

Your reception telephone offers you not only normal voice communication but also special, easy-to-use hotel functions.

Using guest/room telephones, you can make internal and/or external calls or access the hotel services on offer (e.g. wake-up call).
Standard DTMF telephones can be installed as guest telephones.

This manual only describes specific hotel features e.g. "check-in" and "check-out" or "wake-up".
The necessary control panel with the different key functions is illustrated on → page 13.

You can continue to use your communication platform functions (→ appropriate user manual).

Aim

To enable you to understand all the functions of the reception telephone and to activate and use these functions with the aid of the prompts on the display.

Target group

This user manual is intended primarily for hotel reception personnel , who for example require an overview of all call data for charging purposes.

Prerequisite

You are familiar with the hotel trade and the use of display and dialog keys.

If the reception telephone is busy, not all functions of HiPath Hotel Entry will be available (e. g. check-in).

Key to symbols

The following symbols are used to represent the operating procedures:

Press dialog key "Yes"; the function is confirmed, executed or activated

Press dialog key "Forward" to scroll forward

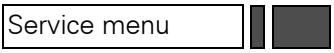
or

Press dialog key "Backward" to scroll backward

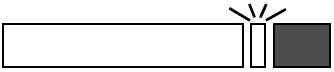
Alphanumeric input

Dial number or code

Dial these numbers on the keypad



Press the key



Press the flashing key

Replace the handset (in the guest's room)

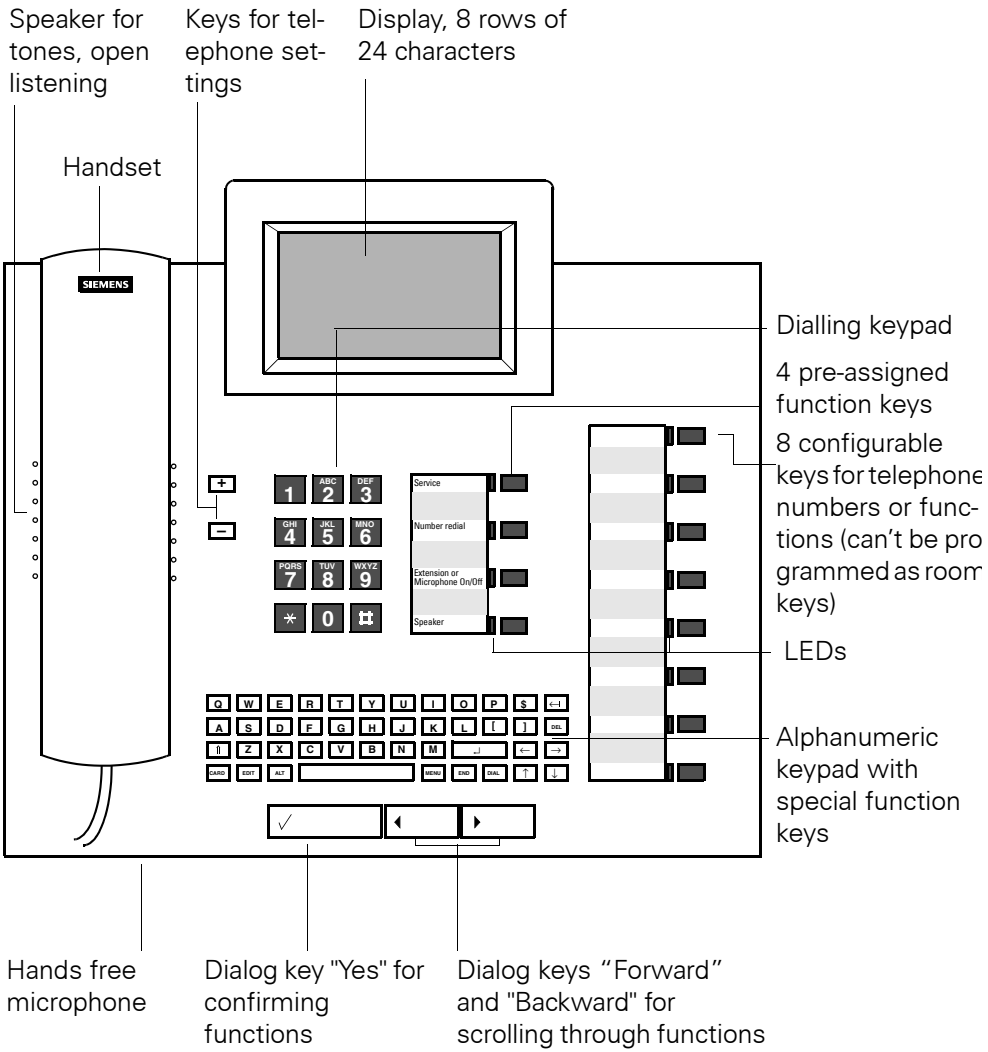
Lift the handset (in the guest's room)

Attention! Important note.

Additional information.

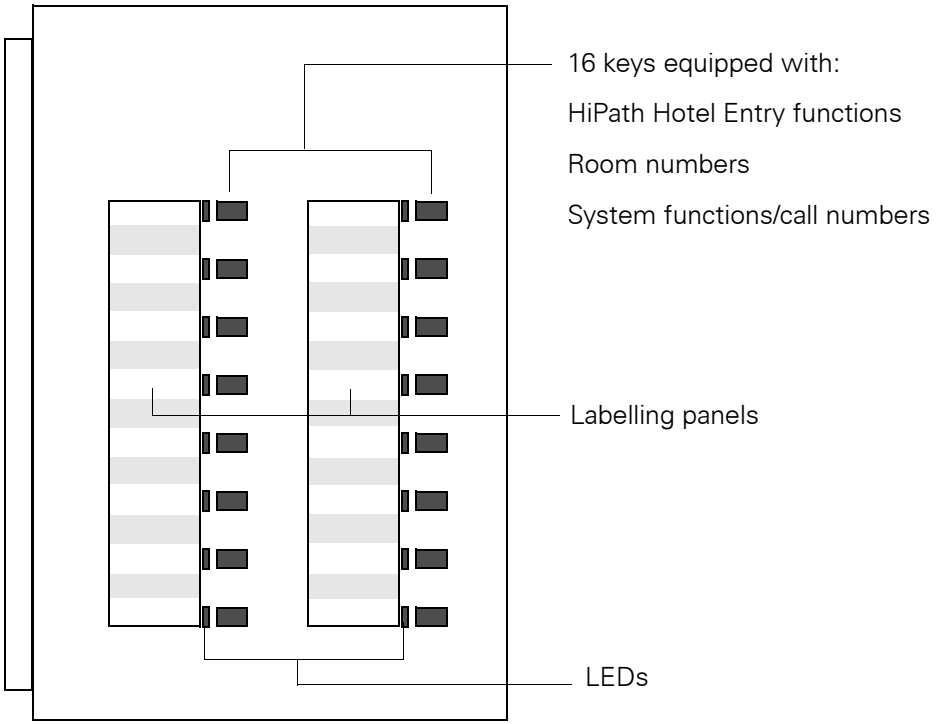
(➔ 13) Page reference to further information.

Control panel of the reception telephone – optiset E memory


Speaker for tones, open listening
Keys for telephone settings
Display, 8 rows of 24 characters
Handset
SIEMENS
Dialling keypad
4 pre-assigned function keys
8 configurable keys for telephone numbers or functions (can't be programmed as room keys)
LEDs
Alphanumeric keypad with special function keys
Service
Number redial
Extension or Microphone On/Off
Speaker
Hands free microphone
Dialog key "Yes" for confirming functions
Dialog keys "Forward" and "Backward" for scrolling through functions

Control panel of the reception telephone – optiset E key module

A maximum of 4 add-on devices (optiset E key module) can be connected.



The first add-on device (key module 1) is equipped with HiPath Hotel Entry functions.

Add-on devices 2 to 4 each have 16 pre-assigned keys for room numbers (room keys).

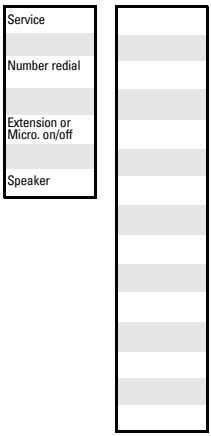
If necessary, the keys on add-on devices 2 and 3 (key modules 2 and 3) can be configured with system functions (e.g. call forwarding) instead of with call numbers.
The keys on add-on device 4 can only be configured with room numbers.

The keys on add-on devices 2, 3 and 4 can be configured on two levels (level 1 and level 2).
Use the Shift key on the add-on device to switch from level 1 to level 2 and vice versa.
If the Shift key LED is not illuminated = level 1 is active.
If the Shift key LED is illuminated = level 2 is active.

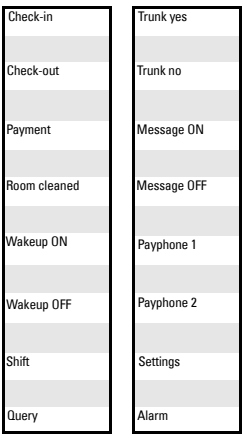
> When you are not performing any hotel functions on your reception telephone, the illuminated room key LEDs on add-on devices 2 and 3 indicate the room telephones currently in use.
> Ongoing calls are not indicated on add-on device 4.

Control panel of the reception telephone – key assignment

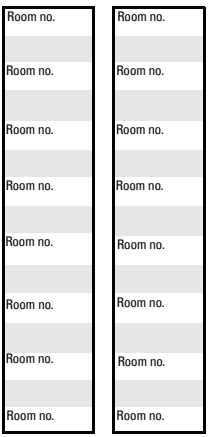
optiset E memory



optiset E key module



optiset E key module 2, 3,4

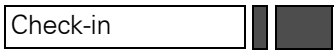


The guest arrives (check-in)

Checking in a guest

When a new guest arrives, you enter his or her name, preferred language, and room number.

1.



Press the key. LED illuminates. Look at the display.

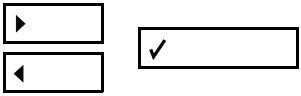
2.

Enter the guest's name on the alphanumeric keypad (max. of 17 characters).

3.

Confirm the name

4.

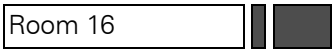


Select the required language and confirm.

or

Press the letter for the language required.

5.



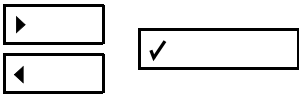
Press the key showing the room number required. (The room number can also be input using the keypad and confirmed by pressing the "Yes" key.)

If a room is **occupied**, the light corresponding to that room is **illuminated**.

The light **flashes** if the room is free but **not** yet **cleaned**.

This display can be suppressed (→ page 69).
The status of any given room can be called up if it is not displayed (→ page 34).

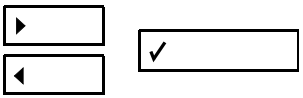
6.



To enter further guests:
scroll until "Next Check-in?" and confirm.

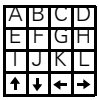
The last name entered is suggested. This can either be overwritten or accepted by pressing the "Yes" key.

or



To terminate input:
scroll until "Quit?" and confirm.

or



Press "End" key.

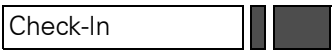
or

If commands are not confirmed, input is terminated automatically after 10 seconds.

Checking in a group

A special short-cut can be used for checking in a group of hotel guests. You simply enter the name of the group and the room numbers assigned to the members of the group.

1.



Press the key.LED illuminates. Look at the display.

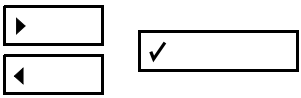
2.

Enter the name of the group on the alphanumeric keypad (max. of 17 characters).

3.

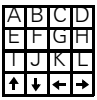
Confirm the name of the group.

4.



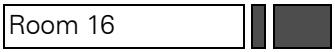
Select required language and confirm.

or



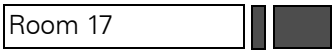
Press the letter for the language required.

5.



Press the key with the required room number (in this case the room number cannot be entered using the keypad).

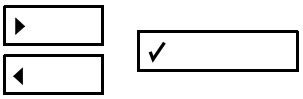
6.



Press the key with the required room number (in this case the room number cannot be entered using the keypad)

Enter additional rooms/guests as required.

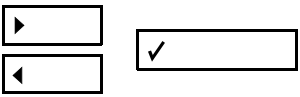
7.



To enter further guests:
scroll until "Next Check-in?" and confirm.

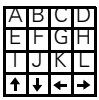
The name last entered is suggested. This can either be overwritten or accepted by pressing the "Yes" key.

or



To terminate input:
scroll until "Quit?" and confirm.

or



Press "End" key.

or

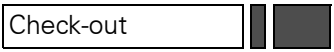
If commands are not confirmed, input is terminated automatically after 10 seconds.

The guest leaves (check-out)

Checking out a guest

When a guest checks out of the hotel, his or her room is marked as being "not cleaned". All features relating to the guest are reset to the default values (e.g.the wake-up call is deleted). All the necessary barring functions are activated according to default values.

1.



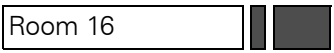
Press the key. LED illuminates. Look at the display.

If a room is **free**, the LED beside the corresponding room key is **illuminated**.

The LED **flashes** if the room is **free**, but has not yet **not** been **cleaned**.

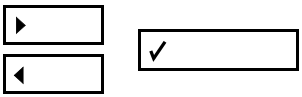
The display can be suppressed (→ page 69).
The status of any given room can be called up if it is not displayed (→ page 34).

2.



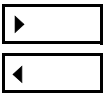
Press the keys showing the required room numbers.
(The room number can also be input using the keypad and confirmed by pressing the "Yes" key.)

3.



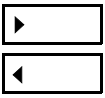
Scroll until the display shows the type of billing required ("With intemised bill", "With total bill", "Without bill") and confirm.

4.



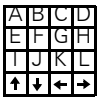
To check further guests out:
scroll until "Next Check-out?" and confirm.

or



To terminate input:
scroll until "Quit?" and confirm.

or



Press "End" key.

or

If commands are not confirmed, input is terminated automatically after 10 seconds.

To check out additional guests, including those belonging to a group, you can press further room keys or enter and confirm the required room numbers via the keypad.

The telephone charges are displayed as a total value.

The telephone bill can be printed out.

If the room telephone is still in use, you can either cancel or proceed with the check-out operation. Regardless of which option is chosen, the additional call charges incurred are assigned to the checked-out room.
A separate bill is then issued for the call in question (→ page 20).
The cancel check-out option is not available if a room key was not assigned to the room.

Call charge administration

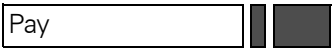
The call charge records automatically transferred to HiPath Hotel Entry contain the room number, date, time, charges incurred, and the telephone number of the external called party (depending on the setting).
Up to 4,500 data records can be stored. An alarm message (→ page 74) is issued at the reception telephone when 80% of this storage capacity has been reached.
An alarm message is also issued when the call charge memory is full (→ page 74) and the data is compressed.

Payment of charges (interim bill)

For interim bills, the telephone charges are printed out either as a total bill or as an itemized bill.

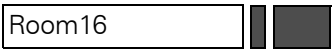
The telephone charges are reset.

1.



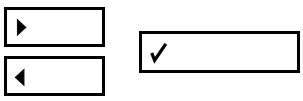
Press the key.

2.



Press the keys showing the required room numbers.
(The room number can also be input using the keypad and confirmed by pressing the "Yes" key.)

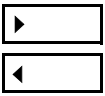
3.



Scroll until the display shows the type of billing required("With item

ized bill", "With total bill", "Without bill") and confirm.

4.



To terminate input:
scroll until "Quit?" and confirm.

or

Confirm "Quit?".

or

If commands are not confirmed, input is terminated automatically after 10 seconds.

Depending on the setting, trunk access either remains unchanged or is deactivated (→ page 48) once an interim bill has been output.
Reception is informed if a call is made from the guest's telephone. The remaining charges must be calculated when the guest checks out.

Setting , changing, and cancelling

The guest is awoken with a wakeup call in the language of his or her choice (specified at check-in). If the guest does not answer, the wakeup call is aborted after 30 seconds and then repeated five minutes later.
After two unsuccessful attempts, the wakeup call is abandoned and an advisory message sent to the reception telephone. This message must be confirmed by personnel at reception.

The wakeup service can be set at reception for between one and 9 days (min.) for daily wakeup. But if wakeup is programmed from the guest's room, wakeup can only be requested for one specific day or for every day of the week.

From the reception telephone

Setting up or changing wakeup service

1.

Wakeup ON

Press the key.
The LEDS are illuminated for all rooms which have already been configured with a wakeup service.

2.

Enter the wakeup time as 4 digits (with leading zeros, hours, minutes).

3.

✓

Confirm the wake-up time.

4.

1 ... 9

Enter the number of days (1 to 9 days) the guest would like to be woken.

or

*

Key "*" for more than 9 days.

5.

✓

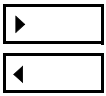
Confirm with the "Yes" key.

6.

Room 16

Press the keys showing the required room numbers.
(The room number can also be input using the keypad and confirmed by pressing the "Yes" key.) The display will read "Alarm set". If a wakeup time is already entered, the display will read: "Current wakeup time: .. : .." The new wakeup time is accepted using "Overwrite?".

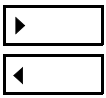
7.



To enter further wakeup calls for other rooms: scroll until "Next wakeup order?" and confirm.

The last time entered is suggested. This can either be overwritten or accepted by pressing the "Yes" key.

or



To terminate input:
scroll until "Quit?" and confirm.

or

Press "End" key.

or

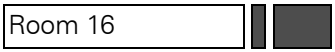
If commands are not confirmed, input is terminated automatically after 10 seconds

Cancelling wakeup service

1.

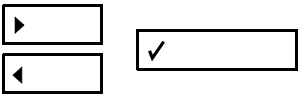
Press the key.
The LEDS light up for all rooms which are not configured with a wakeup service.

2.



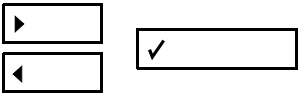
Press the keys showing the required room numbers.
(The room number can also be input using the keypad and confirmed by pressing the "Yes" key.)

3.



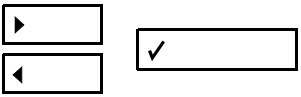
Scroll until "Delete wake-up order" and confirm.

4.



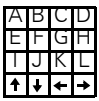
To cancel further wakeup calls:
scroll until "Next room?" and confirm.

or



To terminate input:
scroll until "Quit?" and confirm.

or



Press "End" key.

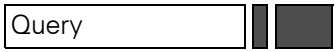
or

If commands are not confirmed, input is terminated automatically after 10 seconds.

Checking wakeup lists

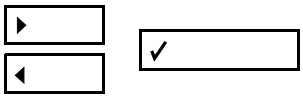
You can use this function to display the three wake-up lists (successful, unsuccessful, or current).

1.



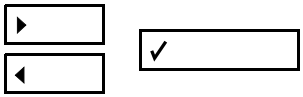
Press the key.

2.



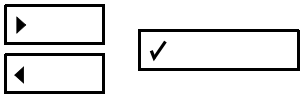
Scroll until "Wakeup list?" and confirm.

3.



Scroll until required wakeup list ("Successful orders?", "Unsuccessful orders?", "Current orders?") and confirm.

4.



To terminate input:
scroll until "Quit?" and confirm.

or

Press "End" key.

or

If commands are not confirmed, input is terminated automatically after 10 seconds

From the guest's telephone

Setting, changing and cancelling

The wakeup service can be programmed from the guest's room for wakeup either on a specific day or each day. The guest is prompted step by step by means of spoken texts in the language of his or her choice.

1.

Lift the handset

2.

Call reception and arrange for the wakeup call to be entered.

or

Enter the access code for HiPath Hotel Entry (if your communication platform does not have "automatic DTMF dialling", you will have to add "* 5 3" with optiset E entry; consult your service technician!).

Follow the instruction prompts

3.

Replace the handset.

> The number for reception and the access code for HiPath Hotel Entry are available from the hotel directory (or consult your service technician).
> These codes should also be included in the instructions for dialling room numbers!

Enabling/disabling payphones

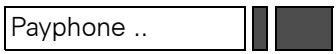
The payphone enabling feature must be activated to provide guests with external trunk access via the payphone.
You can enable each payphone for **one** outside call or for **more than one** outside call.

- In the case of authorisation for one external call, this feature is automatically disabled after this call and a bill is printed out.
- In the case of authorisation for more than one external call, this feature must be disabled manually. The bill is not printed out until the feature has been deactivated.

Enabling payphones for one call

Prerequisite: the LED on the key assigned to the payphone is not illuminated, the payphone is disabled for external calls.

1.



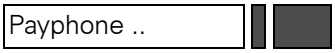
Press the "payphone" key - LED lights up. The payphone is enabled for one external toll call.

Once the call has been completed, the LED goes out, external trunk access is automatically cancelled and a bill is automatically printed out.

Enabling payphones for more than one call

Prerequisite: the LED on the key assigned to the payphone is not illuminated, the payphone is disabled for external calls.

1.

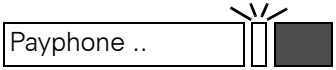


Press the "payphone" key twice within one second - LED flashes.
The payphone is enabled for an unlimited number of external toll calls.

Disabling payphones for external calls

Prerequisite: the LED on the key assigned to the payphone is illuminated or flashing, i.e. the payphone is enabled for one or more external calls.

1.



Press the "payphone" key - LED goes out. The payphone is now disabled for external toll calls.

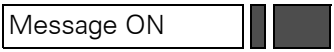
A bill is automatically printed out once the payphone has been disabled.

Sending/deleting messages

You can signal that a message is waiting at reception on a guest's room telephone.
Depending on the type of room telephone used, this is signalled either by an illuminated (message) LED or by a message on the display.

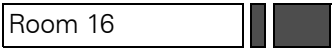
Sending a message

1.



Press the key shown.
(MWL=Message Waiting Lamp)

2.



Press the key assigned to the required room. A light immediately lights up on the room telephone to signal that a message is waiting.

Active message waiting signals are saved for each room and are included on the room list printout (→ page 32) under the heading MWL ("Message Waiting Lamp").

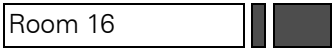
Deleting a message

The message signal should be deleted once the guest has called back reception or has received the message.

1.

Press the key shown.

2.



Press the key assigned to the required room. The signal is deactivated.

Checking and changing features

Checking all rooms

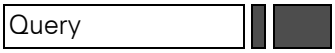
You can check the features programmed on the display and with the illuminated room key LEDs.

- The illuminated LEDs on the corresponding room keys show that the feature is programmed for the relevant room.
- The numbers of all rooms for which the feature is programmed is displayed.

You can activate the following features by pressing the appropriate keys:

- Room cleaned → uncleaned room
- Trunk yes →
  Room with outside trunk access
- Trunk no →
  Room without outside trunk access
- Wakeup ON →
  Room with programmed wakeup request
- Wakeup OFF →
  Room without programmed wakeup request
- Payment →
  Room with outstanding bill, charges
- Check-in →
  Occupied and free-but-not-cleaned room
- Check-out →
  Free to be occupied, free-but-not-cleaned room
- Massage ON →
  Room with message waiting
- Message OFF →
  Room with no message waiting

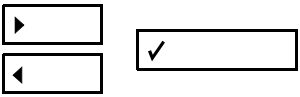
1.



Press the key.

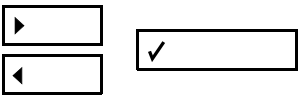
2.

Press the keys for the features required, e.g. "Room cleaned". Rooms that have not been cleaned will be displayed.



To print out lists of the features required: scroll until "Print list?" and confirm.

3.



To terminate input:
scroll until "Quit?" and confirm.

or

Press "End" key.

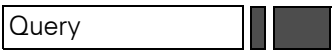
or

If commands are not confirmed, input is terminated automatically after 10 seconds.

Checking individual rooms

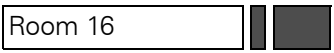
You can check whether all features have been activated/deactivated for individual rooms on the display. The illuminated light at the corresponding feature key also indicates that the feature in question is set for that particular room.

1.

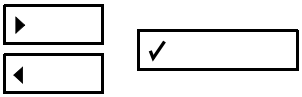


Press the key.

2.

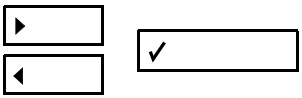


Press the keys showing the required rroom numbers.
(The room number can also be input using the keypad and confirmed by pressing the "Yes" key.)
Check the display.



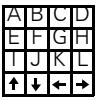
For example, to print out call data for the room in question, scroll until "Print call charge list?" and confirm.

3.



To terminate input:
scroll until "Quit?" and confirm.

or



Press "End" key.

or

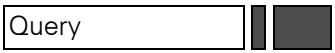
If commands are not confirmed, input is terminated automatically after 10 seconds.

Changing guest's data

You can alter a guest's name and his or her preferred language. This also applies to guests who have checked in as part of a group.

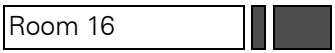
Changing guest's name

1.



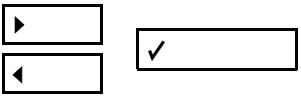
Press the key.

2.



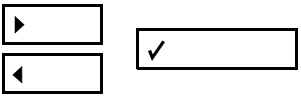
Press the keys showing the required room numbers
(The room number can also be input using the keypad and confirmed by pressing the "Yes" key.)

3.



Scroll until "Change data?" and confirm.

4.



Scroll until "Change name?" and confirm.

5.

Change the guest's name on the alphanumeric keypad (max.of 17 characters).

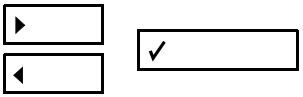
6.

Confirm name.

7.

Confirm "Quit?" .

8.



To terminate input:
scroll until "Quit?" and confirm.

or

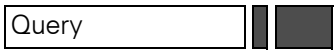
Press "End" key.

or

If commands are not confirmed, input is terminated automatically after 10 seconds.

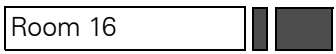
Changing guest's language

1.



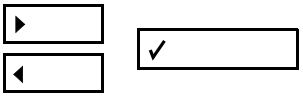
Press the key.

2.



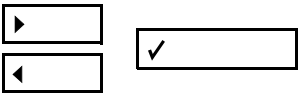
Press the keys showing the required room numbers.
(The room number can also be input using the keypad and confirmed by pressing the "Yes" key.)

3.



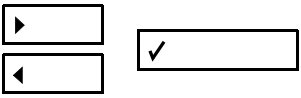
Scroll until "Change data?" and confirm

4.



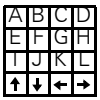
Scroll until "Change language?" and confirm.

5.



Select the required language and confirm.

or

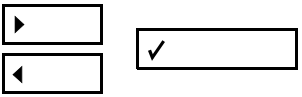


Press the letters for the required language.

6.

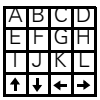
Confirm "Quit?".

7.



To terminate input:
scroll until "Quit?" and confirm.

or



Press "End" key.

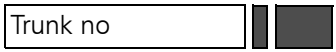
or

If commands are not confirmed, input is terminated automatically after 10 seconds.

Defining outgoing trunk access

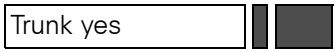
You can change the general trunk access preset for each room → page 54.

1.



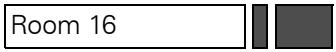
Press the required function keys

or



Press the required function keys

2.



Press the keys showing the required room numbers.
(The room number can also be input using the keypad and confirmed by pressing the "Yes" key.)

Marking rooms "cleaned"

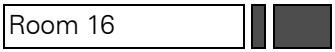
When a room has been vacated and then cleaned for the next guest(s), you can mark it as being "cleaned". You can do this using either the reception telephone or the guest's telephone.

From the reception telephone

1.

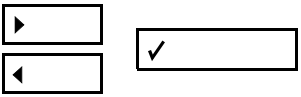
Press key.

2.



Press the keys showing the required room numbers.
(The room number can also be input using the keypad and confirmed by pressing the "Yes" key.)

3.



To terminate input:
scroll until "Quit?" and confirm.

or

Press "End" key.

or

If commands are not confirmed, input is terminated automatically after 10 seconds.

From the guest's telephone

1.

Lift the handset.

2.

Enter the access code for HiPath Hotel Entry (if your communication platform does not have "automatic DTMF dialling", you will have to add "* 5 3" with optiset E entry; consult your service technician!).

> The access code for HiPath Hotel Entry is available from the hotel directory (or consult your service technician).
>
> Ignore wakeup call announcement.

3.

Enter code for "Clean room".

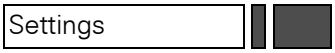
4.

Replace handset.

Settings for HiPath Hotel Entry

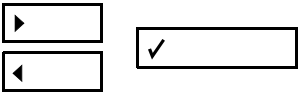
Disabling the reception telephone

1.



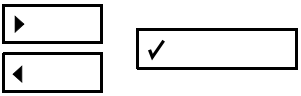
Press the key.

2.



Scroll until "Reception telephone?" and confirm.

3.



Scroll until "Lock telephone?" and confirm.

Enabling the reception telephone

1.

Press any digit key.
Look at the display.

2.

Enter the password for the reception telephone (maximum 5 digits, basic setting = 1 2 3 → page 42).

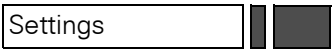
3.

Confirm input.

You have any number of attempts to enter the password correctly.

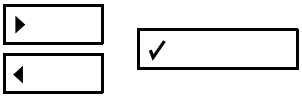
Changing the password for the reception telephone

1.



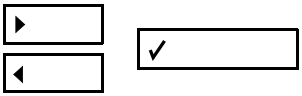
Press the key.

2.



Scroll until "Reception telephone?" and confirm.

3.



Scroll until "Change password?" and confirm.

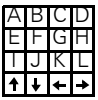
4.

Enter the old password
(maximum 5 digits, basic setting = 1 2 3).

5.

Confirm input.

6.



Enter the new password
(max. 5 digits: check letters, numbers, and special characters observing upper and lower case).

7.

Confirm password.

8.

Enter the new password again to confirm it.

9.

✓ Confirm input.

10.

▶ / ◀ ✓ To terminate input:
scroll until "Quit?" and confirm.

or

Press "End" key.

or

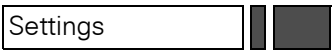
If commands are not confirmed, input is terminated automatically after 10 seconds.

> You have any number of attempts to enter the password correctly.

Clearing call charge counters

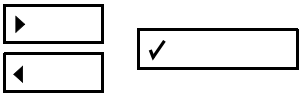
HiPath Hotel Entry has three call charge counters which continually register call charges incurred. Two of the three counters can be cleared or reset as required. The total call charge counter cannot be cleared.

1.



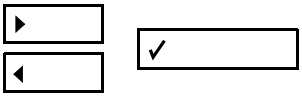
Press the key.

2.



Scroll until "Call charge counters?" and confirm.

3.



Scroll until the counter required.
e.g. "Delete transfer total?" or "Delete accounting total?" and confirm.

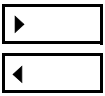
4.

Enter the password for transfer total or accounting total
(maximum 5 digits, basic setting = 1 2 3
→ page 46).

5.

Confirm input.

6.



To terminate input:
scroll until "Quit?" and confirm.

or

Press "End" key.

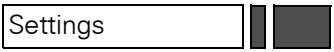
or

If commands are not confirmed, input is terminated automatically after 10 seconds.

You have any number of attempts to enter the password correctly.
The total call charge counter cannot be cleared.

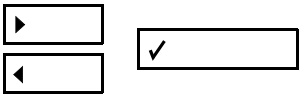
Changing passwords for call charge counters

1.



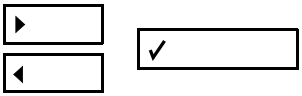
Press the key.

2.



Scroll until "Call charge counters?" and confirm.

3.



Scroll until "Change TT password?" or "Change AT password?" and confirm.

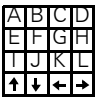
4.

Enter the old password
(maximum 5 digits, basic setting = 1 2 3).

5.

Confirm input.

6.



Enter the new password
(maximum 5 digits: check letters, numbers, and special characters observing upper and lower

7.

Confirm input.

8.

Enter the new password again to confirm it.

9.

✓ Confirm input.

10.

▶ ◀ ✓ To terminate input:
scroll until "Quit?" and confirm.

or

Press "End" key.

or

If commands are not confirmed, input is terminated automatically after 10 seconds.

> You have any number of attempts to enter the password correctly.

Deactivating/retaining trunk access following payment

1.

Settings

Press the key.

2.

Scroll until "Call charge settings?" and confirm.

3.

Enter password
(maximum 5 digits, basic setting = 1 2 3
→ page 62).

4.

Confirm input.

5.

Scroll until "Trunk access after pay" and confirm.
The setting will be displayed as: "Trunk access:no" or "Trung access: unchanged" .

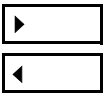
6.

Confirm "Change access after pay" .

7.

Scroll until "Trunk access:no" or "Trunk access: unchanged" and confirm.

8.



To terminate input:
scroll until "Quit?" and confirm.

or

Press "End" key.

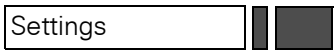
or

If commands are not confirmed, input is terminated automatically after 10 seconds.

Changing call charge rate

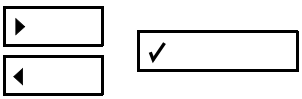
If necessary, you can define a factor which is used for multiplying the metering pulses (charge per metering pulse). Three different call charge factors can be defined, e. g. for the guest's telephones (guest), telephone booths (booth) or management telephones (management).

1.



Press the key.

2.



Scroll until "Charge settings?" and confirm.

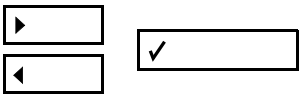
3.

Enter password
(maximum 5 digits, basic setting = 1 2 3
→ page 62).

4.

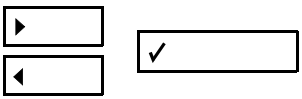
Confirm input.

5.



Scroll until "Charge rate: guest?" or "Charge rate: payphone?" or "charge rate: mgmt?" and confirm. The current factor is displayed.

6.



Scroll until "Change rate?" and confirm.

7.

Enter the call charge rate
(max. 9999.999; press "∗" for decimal point).

✓

Confirm the call charge rate.

8.

To terminate input:
scroll until "Quit?" and confirm.

✓

or

Press "End" key.

or

If commands are not confirmed, input is terminated automatically after 10 seconds.

Changing minimum charges

A minimum charge can be defined for every toll call from a guest's telephone or a hotel payphone. If the call charges are lower than this figure, the bill will be calculated according to the minimum charge entered.

1.

Settings

Press the key.

2.

Scroll until "Charge settings?" and confirm.

3.

Enter password
(maximum 5 digits, basic setting = 1 2 3 → page 62).

4.

Confirm input.

5.

Scroll until "Min charge: guest?" or "Min charge: payphone?" and confirm.
The current minimum charge is displayed.

6.

Scroll until "Change minimum charge?" and confirm.

7.

Enter minimum charge
(press "*" for decimal point).

8.

✓ Confirm minimum charge.

9.

▶ / ◀ ✓ To terminate input:
scroll until "Quit?" and confirm.

or

Press "End" key.

or

If commands are not confirmed, input is terminated automatically after 10 seconds.

Changing check-in default settings

You can define whether trunk access is set to yes or no when the guest checks in.

1.

Settings

Press the key.

2.

Scroll until "Charge settings?" and confirm.

3.

Enter password
(maximum 5 digits, basic setting = 1 2 3
→ page 62).

4.

Confirm input.

5.

Scroll until "Standard Check-in?" and confirm.

6.

Trunk yes

Press the required function keys.
The guests have trunk access. The key will flash when this setting is active.

or

Trunk no

Press the required function keys.
The guests do not have trunk access. The key will flash when this setting is active.

7.

Confirm "Quit?".

Changing check-out default settings

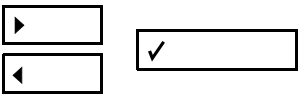
You can define whether trunk access is set to yes or no when the guest checks out.

1.

Settings

Press the key.

2.



Scroll until "Charge settings?" and confirm.

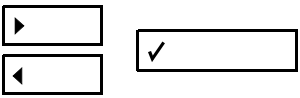
3.

Enter password
(maximum 5 digits, basic setting = 1 2 3
→ page 62).

4.

Confirm input.

5.



Scroll until "Standard Check-out?" and confirm.

6.

Trunk no

Press the required function keys.
Following check-out the room does not have trunk access.

or

Trunk yes

Press the required function keys.
Following check-out the room still has trunk access.

7.

Confirm "Quit?".

Changing display format

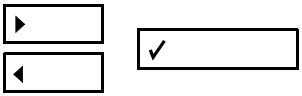
This function allows the charge display to be rounded off in the local currency.
You can change the display format for both currencies.

1.

Settings

Press the key.

2.



Scroll until "Charge settings?" and confirm.

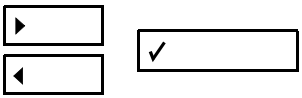
3.

Enter the password
(maximum 5 digits, basic setting = 1 2 3
→ page 62).

4.

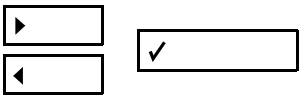
Confirm input .

5.



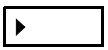
Scroll until "Display format?" or "Second format?" and confirm.
The current display format can be seen.

6.



Scroll until "Change display format?" and confirm.

7.

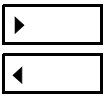


Scroll until the required format
(format: 100; format: 10; format: 1; format: 0.10; format: 0.01; format: 0.001).

8.

Confirm format.

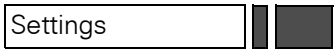
9.



Scroll until "Quit?" and confirm.

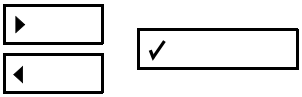
Changing VAT rate

1.



Press the key.

2.



Scroll until "Charge settings?" and confirm.

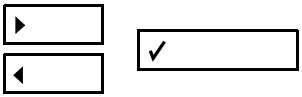
3.

Enter the password
(maximum 5 digits, basic setting = 1 2 3 → page 62).

4.

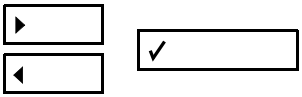
Confirm input.

5.



Scroll until "VAT rate ?" and confirm.
The current rate is displayed.

6.



Scroll until "Change VAT rate ?" and confirm.

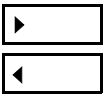
7.

Enter VAT rate
(max. 9999.999; press "∗" for decimal point).

8.

Confirm VAT rate.

9.



Scroll until "Quit?" and confirm.

Changing currency

The currency symbol that appears on the bill (e.g. the local currency + EURO) can be changed.

1.

Settings

Press the key.

2.

Scroll until "Charge settings?" and confirm.

3.

Enter password
(maximum 5 digits, basic setting = 1 2 3
→ page 62).

4.

Confirm input.

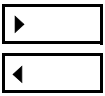
5.

Scroll until "Currency?" or "Alternate currency?" and confirm.
The current currency (e.g. DM) is displayed.

6.

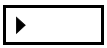
Scroll until "Change currency?" and confirm.

7.



Scroll until the required currency symbol is displayed and confirm.

or



Scroll until no currency symbols are displayed.

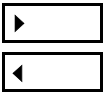
Enter currency symbol (maximum 3 digits).

Confirm currency symbol.

8.

Confirm input.

9.



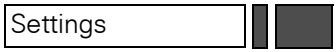
Scroll until "Quit?" and confirm.

Changing exchange rate

You can define the exchange rate between the first currency and the alternate currency.

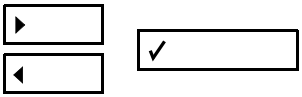
This function is only applicable if a second currency has already been defined (→ page 60).

1.



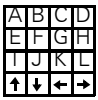
Press the key shown.

2.



Scroll until "Charge settings?" and confirm.

3.

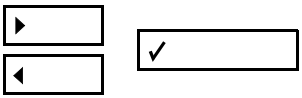


Enter password
(maximum 5 digits, basic setting = 1 2 3
→ page 62).

4.

Confirm input.

5.



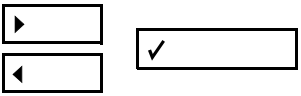
Scroll until "Exchange Rate?" and confirm.
The current conversion factor is displayed:

"∗ rate: xxxx.xxxxx" (= the first currency is multiplied by the rate displayed).

or

"/ rate: xxxx.xxxxx" (= the first currency is divided by the rate displayed).

6.



Scroll until "*rate?" (=multiplication) to change the calculation method displayed (multiplication or division)

and/or

Scroll until "Change conversion rate?" and confirm to change the conversion rate displayed.

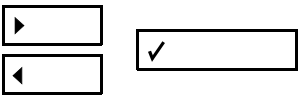
7.

Enter the exchange rate
(press "*" for decimal point).

8.

Confirm exchange rate.

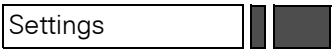
9.



Scroll until "Quit?" and confirm.

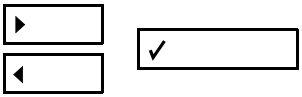
Changing password for charge settings

1.



Press the key.

2.



Scroll until "Charge settings?" and confirm.

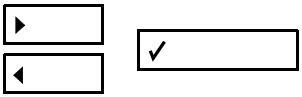
3.

Enter the password
(maximum 5 digits, basic setting = 1 2 3
→ page 62).

4.

Confirm input.

5.



Scroll until "Change ch. def.passw.?" and confirm.

6.

Enter the old password
(maximum 5 digits, basic setting = 1 2 3).

7.

Confirm input.

8.

Enter the new password
(maximum 5 digits: check letters, numbers, and special characters observing upper and lower

9.

Confirm password.

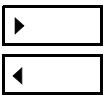
10.

Enter the new password again to confirm it.

11.

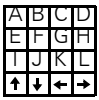
Confirm input.

12.



To terminate input:
Scroll until "Quit?" and confirm.

or



Press "End" key.

or

If commands are not confirmed, input is terminated automatically after 10 seconds.

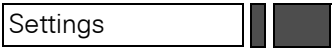
You have any number of attempts to enter the password correctly.

Loading room buttons

This procedure synchronizes the functions of the optiset E key module keys with your communication platform.

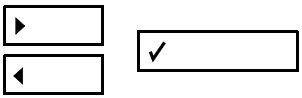
You only need to perform this function if you have assigned new keys or changed the existing key assignment.

1.



Press the key.

2.

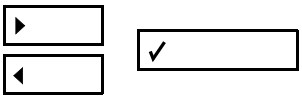


Scroll until "Load room buttons?" and confirm.

3.

Confirm using "Yes" key.

4.



To terminate input:
Scroll until "Quit?" and confirm.

or

Press "End" key.

or

If commands are not confirmed, input is terminated automatically after 10 seconds.

Printer settings

Printing onto single sheets or continuous paper

The HiPath Hotel Entry printer must be set to single sheets or continuous paper.

1.

Settings

Press the key.

2.

Scroll until "Printer settings?" and confirm.

3.

Scroll until "Line feed end?" and confirm. The current line feed end is displayed.

4.

Scroll until "Change line feed end?" and confirm.

5.

For printing on continuous paper, enter a figure between 0..99. This specifies the line number where the next printout begins. To print single sheets, enter "*".

6.

Confirm the line number.

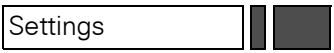
7.

To terminate input:
Scroll until "Quit?" and confirm.

Defining print start

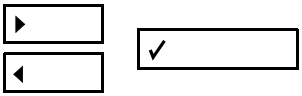
If you are printing on single sheets of headed paper, you must define where printing is to start in accordance with the size of the letterhead. Printing normally begins at line 1.
You can also define a letterhead using HiPath Hotel Entry. → page 72.

1.



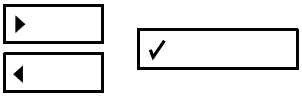
Press the key.

2.



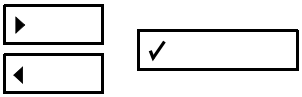
Scroll until "Printer settings?" and confirm.

3.



Scroll until "Line feed start?" and confirm. The current line feed start is displayed.

4.



Scroll until "Line feed change?" and confirm.

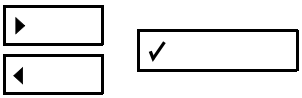
5.

Enter a line number according to the size of the letterhead (0 ... 99).

6.

Confirm line number.

7.



To terminate input:
Scroll until "Quit?" and confirm.

Activating/deactivating automatic query

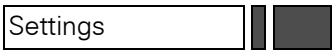
During check-in or check-out, the room button lights on the optiset E key modules automatically indicate if a room is free or occupied.

- At check-in
  LED on = room is occupied.
  LED flashing= room is free but has not yet been cleaned.
  LED out = room free.
- At check-out
  LED on = room is free.
  LED flashing= room is free but has not yet been cleaned.
  LED out = room occupied.

When you press the feature keys, corresponding LEDs are also automatically activated → page 32, page 34.

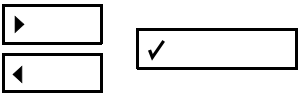
The automatic display can be switched on or off as required.

1.



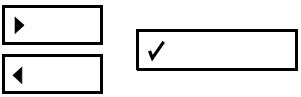
Press the key.

2.



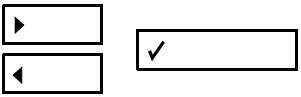
Scroll until "Automatic query?" and confirm. The current setting is displayed. "Automatic query: yes/no" .

3.



Scroll until "Change automatic query?" and confirm.

4.



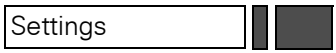
To switch over to "Yes" or "No": Scroll until "Quit?" and confirm.

Setting the default language

With this function you can set the default (standard) language for the complete system and for the menu prompts. The guest's preferred language is programmed during check-in.

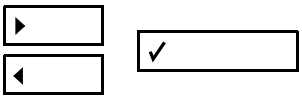
The new language is activated immediately after "Quit".

1.



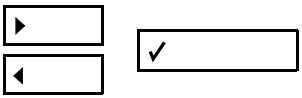
Press the key.

2.



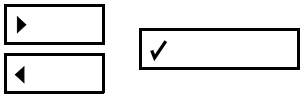
Scroll until "Standard language?" and confirm the current language is displayed.

3.



Scroll until "Change stand. language?" and confirm.

4.

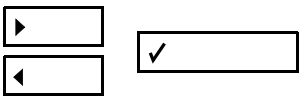


Select required language and confirm.

or

Press the letter for the language required.

5.

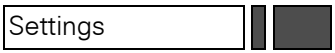


To terminate input:
Scroll until "Quit?" and confirm.

Activating/deactivating acoustic alarm

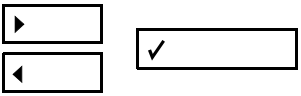
The alarm key flashes on the reception telephone during alarm messages (→ page 74) and a corresponding message is displayed. The alarm signal is also sounded. This audible signal can be activated or deactivated as required.

1.



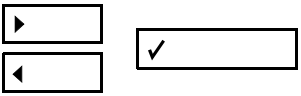
Press the key.

2.



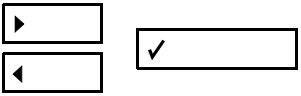
Scroll until "Acoustic alarm?" and confirm. The current setting is displayed. "Acoustic alarm yes/no".

3.



Scroll until "Change acoustic alarm?" and confirm.

4.

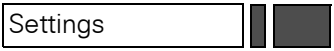


To switch over to "Yes" or "No": Scroll until "Quit?" and confirm.

Changing hotel data

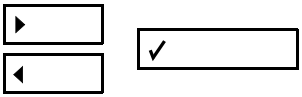
If you are using paper with no letterhead or continuous feed paper for printing, you can enter your own letterhead with hotel data (name, address, etc.). The letterhead then appears on your printouts.

1.



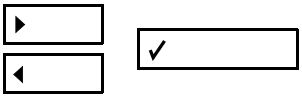
Press the key.

2.



Scroll until "Hotel name?" and confirm.The hotel data is displayed.

3.



Scroll until "Change hotel name?" and confirm.

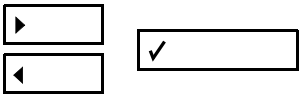
4.

Change the hotel name, using the alphanumeric keypad
(maximum 4 lines each with 24 digits).

5.

Confirm changes.

6.



To terminate input:
Scroll until "Quit?" and confirm.

Changing the basic settings

Your service technician can program additional HiPath Hotel Entry functions using the "Basic settings?" menu.
To do this, your service technician must enter a password that only he/she knows. This is not the same as the conventional passwords used inHiPath Hotel Entry (e.g. for charge settings).

Alarm messages

The alarm key light flashes on the reception telephone during alarm messages and the corresponding message is displayed. An alarm signal is also sounded. This audible signal can be activated or deactivated as required (→ page 71).

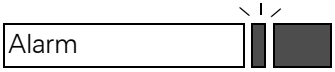
The following alarm messages may occur during operation:

Alarm message:	Possible cause:	Corrective measure:
Printer is not responding	The printer is switched off.	Switch the printer on.
	The printer is not connected.	Connect the printer and switch it on.
	The printer is offline.	Switch the printer to online (if necessary, check why the printer is offline, e.g. because of a paper blockage).
	There is no paper in the printer.	Insert paper, switch the printer to online.
Wakeup unsuccessful	The guest has not responded to the wakeup signal.	Waken the guest.

Alarm message:	Possible cause:	Corrective measure:
Call charge memory 80% full – alerting signal	There are more than 3,600 data records in the call charge memory, with the result that it is 80% full.	You can create memory space by issuing interim bills.
Call charge memory full	There are 4,500 data records in the call charge memory, with the result that it is full.	The data records belonging to unoccupied rooms are erased automatically. If necessary, the data records for all calls already paid for are deleted. If this is not sufficient to create memory space, instead of itemized charge registration only the number of calls and their total amounts are metered for each hotel room. As soon as sufficient data records become available again, the system reverts automatically to itemized registration.

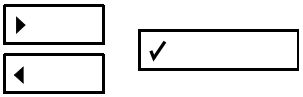
Deleting alarm message

1.



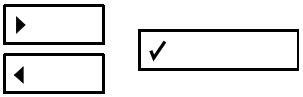
Press the flashing key. The corresponding message is displayed(→ page 74).

2.



Scroll until "Delete message?" and confirm to delete message.

3.



To terminate input:
scroll until "Quit?" and confirm.

Notes

"Incorrect code" display

If your HiPath Hotel Entry is connected to a Hicom 150 E Office (version 2.2) system and "Incorrect code" appears on the reception telephone during check-in or check-out and an advisory beep sounds, your communication platform password does not correspond to the HiPath Hotel Entry password.

Please contact a service technician.

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The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases.

The required features should therefore be specified in each individual case at the time of closing the contract.

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